

#2
4-12-02
JVM

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant : Gilbert Wolrich et al. Art Unit : 2171
Serial No.: 10/020,815 Examiner : Unknown
Filed : December 12, 2001
Title : QUEUE MANAGEMENT

Attention: Official Draftsman
Commissioner for Patents
Washington, D.C. 20231

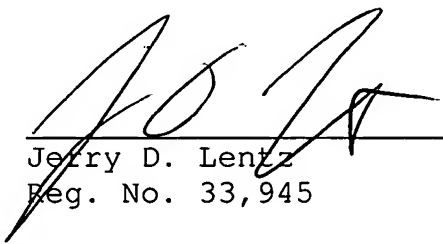
REQUEST FOR APPROVAL OF DRAWING CHANGES

Enclosed is one page of amended drawings for the application with changes indicated in red.

Applicant submits that no new matter is introduced and requests approval of the amended drawings.

Respectfully submitted,

Date: 3/21/02


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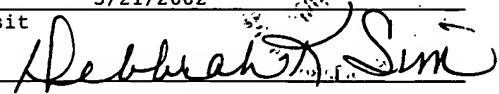
CERTIFICATE OF MAILING BY FIRST CLASS MAIL

I hereby certify under 37 CFR §1.8(a) that this correspondence is being deposited with the United States Postal Service as first class mail with sufficient postage on the date indicated below and is addressed to the Commissioner for Patents, Washington, D.C. 20231.

3/21/2002

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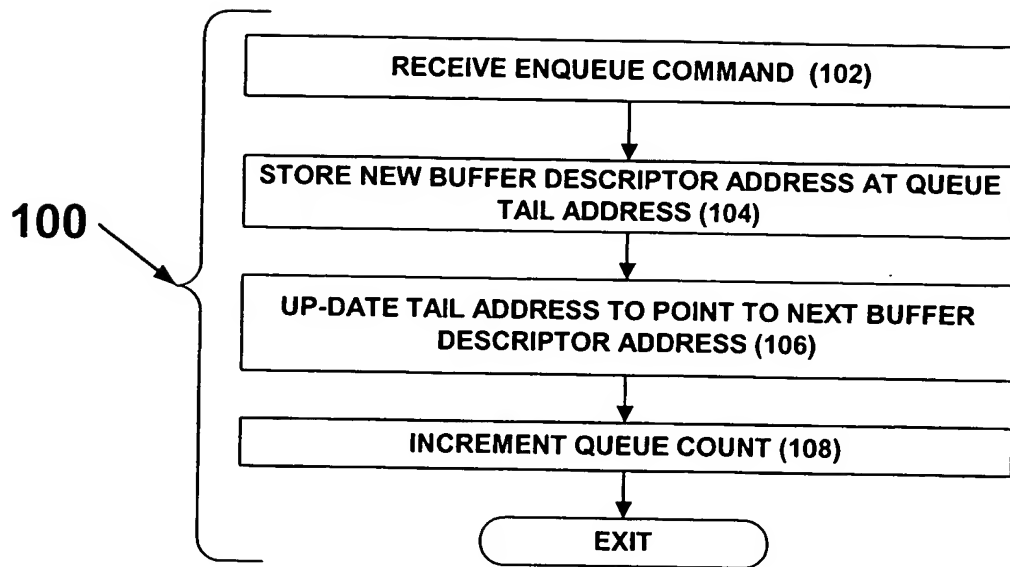


FIGURE 3A

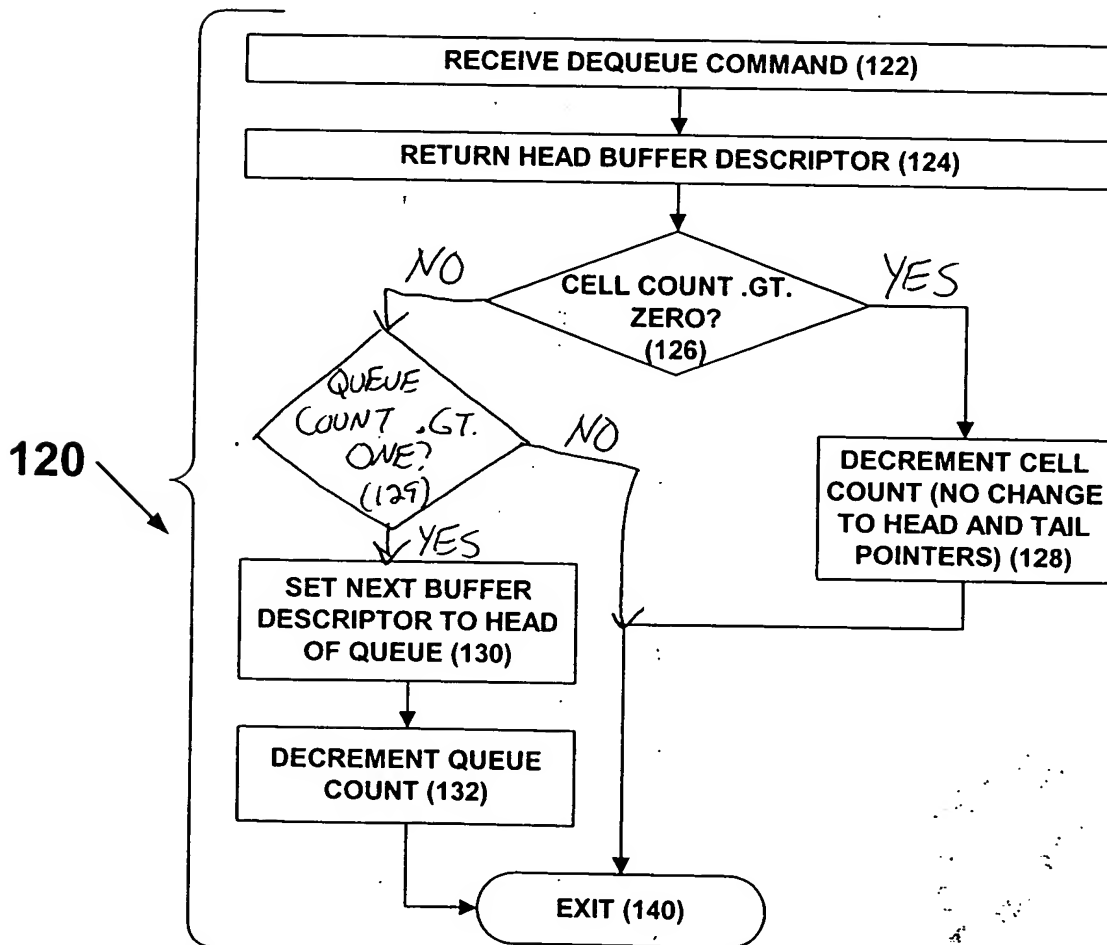


FIGURE 3B